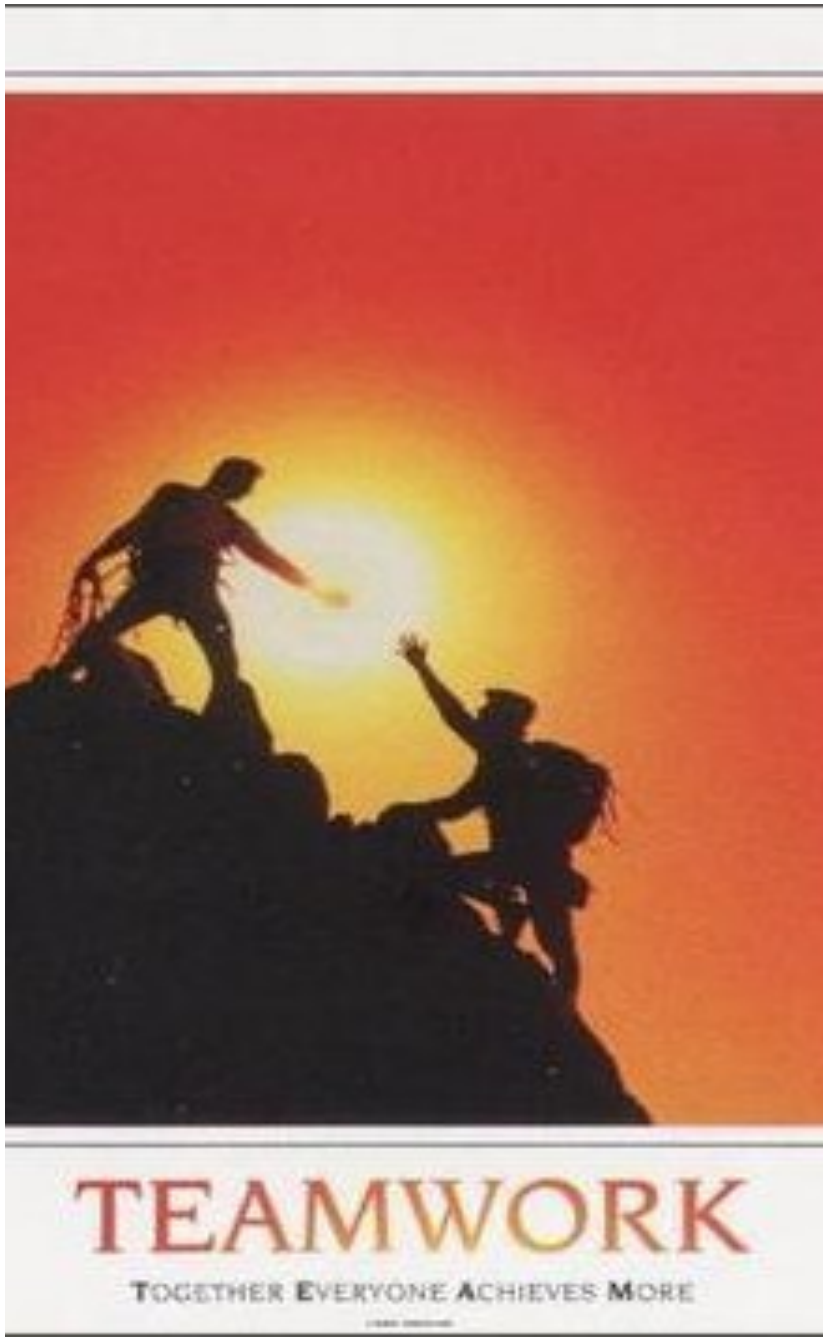
Empanelment

Health Care & Housing Are Human Rights

NATIONAL HEALTH CARE for the HOMELESS COUNCIL



Empanelment

Explicitly defined link between the patient and the provider care team

Population Management

Goal: Assure that EVERY patient receives optimal care

- ✓ Address preventive, chronic and acute needs of All patients (those that come in for care and those that don't)
- ✓ Establish continuity of care between patients and assigned care team
- ✓ Manage supply and demand so patients can reliably see their assigned provider.

WHY? Because Continuity of Care…

- increases efficiency
- increases quality
- decreases errors, promotes safety
- decreases redundancy
- increases patient, staff, provider satisfaction
- enables patient-centered care and patient self-management support
- Is basic premise of population management

What is needed?

- Strong effective leadership to drive the process
- Change in practice responsibilities and workflow (team based care)
- Move from reactive to proactive care
- Planned care of population requires ability to generate data/lists
- Technology is tool to support process

1. Engaged Leadership

- Establish and support paradigm shift to empanelment
- Develop policy for PCP assignments: initial assignments, transfers, transitioning care
- Integrate Policy of empanelment into practice: job descriptions, new hire orientation, communications with patients
- Ensure staff have resources to support empanelment (HIT).

Empanelment Resources

Safety Net Medical Home Initiative

http://www.safetynetmedicalhome.org/change-concepts/empanelment

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